

# **Policy and Planning Division**

## **Information Technology Department**

### **Annual Report 2005-2006**

The impact of this division is far reaching because of its responsibility to coordinate and facilitate information technology (IT) activities across the enterprise. While the division does have oversight responsibilities, its primary focus is in helping agencies succeed and building a collaborative environment. The results achieved are a credit to the agencies involved and their efforts to continually improve IT for the State.

The Planning and Policy Division has been assigned responsibilities outlined in North Dakota Century Code 54-59 regarding planning, oversight and related activities including: providing statewide technology planning and project oversight; developing statewide technology standards and policies; assisting agencies (including ITD) with the implementation of best practices related to technology planning and management; providing research coordination; supporting the initiatives of the chief information officer; acting as staff to the legislative IT committee; conducting policy research and making recommendations; directing enterprise initiatives.

#### ***Project Management***

In order to improve the success of IT projects by increasing the knowledge and skills of project managers, the Enterprise Project Management Office has facilitated training and mentoring programs for state agency employees:

- One-hundred eleven project managers, team members, and executives attended a three day project management class.
- Eight project managers were awarded the Project Management Professional (PMP) certification from the Project Management Institute.
- Fourteen state employees received the Project+ certification awarded by CompTIA.
- Eleven project managers received certification sanctioned by the National Information Technology Apprenticeship System (NITAS) at the following levels:
  - Level I = 11 Certifications
  - Level II = 9 Certifications
  - Level III = 4 Certifications

During the past fiscal year, state agencies completed eleven large IT projects under oversight of the Policy and Planning Division. Seven of the eleven projects were completed under budget, resulting in a savings of \$1,434,944.00. Of the four projects exceeding their original budget, a total of \$300,853.00, none exceeded the acceptable variance of 20 percent as indicated in NDCC 54-59-23. This resulted in a net budgetary saving of \$1,134,091.00. Nine of the eleven projects completed within the acceptable 20 percent schedule variance.

#### ***Enterprise Architecture***

Through the Enterprise Architecture (EA) process, state agencies collaborate to set the future direction of information technology in the state of North Dakota.

- This collaborative process involved 106 people from 30 agencies.
- Five standards were created and seven standards updated.
- Study teams were formed to create recommendations regarding desktop search tools, MicroSoft SharePoint and mobile computing. Other teams are studying time and labor solutions and business intelligence toolsets.

## ***IT Planning***

The Policy and Planning Division is responsible for developing the Statewide IT Plan and also assists agencies in developing their individual IT plans.

- In preparation for the 2007-2009 budget process and legislative session, 61 of 62 agencies have submitted acceptable IT plans. The State Fair is not expected to meet requirements due to special circumstances. Fifty-seven of 62 state agencies (legislative, judicial and executive branches) submitted plans on or before the deadline of July 17, 2006. In addition, 12 of the 12 higher education institutions submitted their information technology plans on or before the deadline. The remaining five agencies' plans were submitted by July 31.
- Preliminary ITD rate information, enterprise architecture updates and planning guidelines were provided at training sessions in February 2006 to kick-start the planning process.

## ***Procurement***

The Division is responsible for reviewing and approving the acquisition of technology by state agencies. The staff also provides technical assistance on best practices regarding IT procurements and works to ensure the State receives the best value for its technology dollars.

- Forty-four contracts and requests for proposals were submitted and reviewed within the five day expected response time.
- ITD administers four state contracts – the PC contract, the Alteris contract, the IT vendor pool contract and the GIS vendor pool contract. These statewide contracts help leverage state purchasing power and reduce the cost of technology.

## ***Customer Survey***

Meeting customer expectations is extremely important to the division. ITD conducts a customer survey annually to gauge customer satisfaction. Customers indicated the following levels of satisfaction with services from the Policy and Planning Division:

Criteria	Average Rating (4 = Very Satisfied, 1= Very Dissatisfied)
Timeliness	3.3
Quality	3.1
Knowledge	3.1
Professionalism and Courtesy	3.5

## ***Employee Survey***

Productive, motivated employees underlie all the accomplishments of the division. ITD conducts an employee survey every two years to gauge employee satisfaction. Within the Policy and Planning Division, employee satisfaction rated an average of 2.25 on a scale of zero to three.

## **Enterprise Initiatives**

The Policy and Planning Division provides leadership and coordination for three enterprise initiatives by facilitating the governance, developing the strategic plan and reporting on performance.



The North Dakota Criminal Justice Information Sharing (CJIS) program was created to improve public safety by providing effective and efficient justice policies, processes, and information systems required to capture and share complete, accurate, and timely information in support of program operations and informed decision making across jurisdictional and organizational boundaries statewide.

Major accomplishments for fiscal year ending June 30, 2006 include:

### ***CJIS Hub Portal Enhancements:***

The CJIS hub grew significantly the past year, there are 826 users registered for access to the CJIS Hub. Over 560,000 transactions occurred for fiscal year ending June 30, 2006. New enhancements added to the hub included; the ability to check offenses on Non-Sufficient Funds (NSF), search capabilities of Central Warrant Information Systems (CWIS), search capabilities of custody and supervision records and the addition of the Offender Registration Report.

*“The hub has been a very exciting enhancement to Law Enforcement. We are a smaller department who has never had a Teletype available but with the hub we have all the information available with out the expense and maintenance of the Teletype. The system is much faster to run license information for persons and vehicles than State Radio. It has been a very valuable tool for our department and hope we never lose it.” CJIS Hub user*

### ***Law Enforcement Records Management System (LERMS)***

Currently there are 25 agencies using LERMS with six agencies added during this period. A total of 62 users were added to the system and 49 of those were full time officers. The total number of users is 196 and 128 of those are full time officers using the system. This allows electronic storing and sharing of agency incident reports and automates UCR/IBR reporting to the state repository.

### ***States Attorney Reporting System (STARS)***

Currently five agencies are using STARS; Burleigh, Cass, Grand Forks, Ward, and Mountrail County. There are 70 users utilizing the system. STARS is a statewide system offered to State’s Attorney to automate their business process and enable work flows and information sharing with other agencies. This system allows electronic storing of case documents and reports. The system

provides electronic prosecution and disposition reporting to the Bureau of Criminal Investigation (BCI).

*"We were amazed at how quickly the documents were generated and how much information was carried over, making for much less duplicate entry. We have also been very pleased with the help we have received from the CJIS staff, as well as the New Dawn staff." STARS user*

### **DNA Inquiry**

This service allows law enforcement to inquiry on whether a DNA sample is on file at the North Dakota Crime Laboratory for a specific individual. The searches are processed by a program written by CJIS and implemented on the National Law Enforcement Telecommunications System (NLETS).



The State of North Dakota's GIS Hub exists to provide the essential infrastructure to share core geographic datasets through an accessible data warehouse among stakeholders with browsing ability to the general public. The Hub will leverage the State's existing data, infrastructure and expertise to implement the core elements of this enterprise solution.

The GIS Technical Committee (GISTC) continues to enhance the GIS Hub by adding data and applications and increasing awareness of the Hub by promoting its use, value and functionality.

- State agencies users average 35-40 daily concurrent connections to the GIS Hub database.
- The web applications average almost 70,000 hits per month compared to an average of 50,000 hits during the previous report period. April 2006 was a record-setting month for the GIS Hub web applications with over 102,000 hits.
- Data downloads average over 2,800 per month.
- There are approximately 180 layers on the GIS Hub. At the end of June 2006 these layers consumed approximately 2,285 gigabytes of storage compared to about 1,350 gigabytes in June of 2005.
- The Open Geospatial Consortium, Inc. (OGC) named North Dakota's GIS site as their web site of the month in December 2005.
- New applications include the Fire Index Map and ND Pesticide Sensitivity Mapping.

*"We make landownership atlases (Dakota Atlas) and also mineral right owner plats for oil leasing. I have used your site almost constantly for information since updating to a GIS platform in 2002 and I appreciate the ease and availability (and quality) of the information that has been made available." A.C., Prairie Mapping, Rugby, North Dakota*

*"The Interactive map on the GIS Hub Explorer is great. It is one of the most up to date maps that I have seen on the net...Thank you; again this is a great site and is a great resource for the tax payers of North Dakota, keep up the great work." R.D., North Dakota*



ConnectND is the State's implementation of the PeopleSoft Financial, Human Resource and Student Information Systems.

The ConnectND effort is no longer an implementation project but now functions as an operational program. The State program activities, as outlined in the strategic plan, include adding additional functionality through product upgrades and enhancement projects, improving the system performance and providing production support on an ongoing basis.

- ITD ConnectND Development Team worked on an average of 66 development requests per month. An average of 17 new requests were received and an average of 17 requests were also completed each month.
- The ConnectND team responded to an average of 191 Heat tickets per month. This is down from an average of 333 Heat tickets per month for the first six months of 2005.

**Additional Functionality implemented:**

- Viewing of ePay, eBenefits, leave balances and eBenefits functions to all State employees started in 2005 and completed in 2006. Agencies were given the option to deploy the eApplications to all State employees. Along with viewing NDPERS flexcomp reimbursements users are able to view pay advices online via the PeopleSoft portal. As a result printing of pay advices declined from 8,530 in January 2006 to 822 in July 2006 as agencies implemented the ability to view pay advices online. Approximately 7,000+ State employees have been set up and granted access to view eApp info.
- HR and Financial environments have been created and available for agency ad-hoc reporting. By utilizing PeopleSoft's PS Query tool, IT Coordinators and other users are able to write reports from a copy of the production databases. Each evening environments are refreshed with the previous day's information.
- Comprehensive Annual Financial Report (CAFR) reporting has been configured and developed.